

Webster UNIVERSITY



Thailand Campus

IT Service Manual

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Webster Thailand – Cha-am Campus (Hua-Hin)

Timezone: GMT+7 (Thailand)

On-site

1. Monday – Friday 8.30 am to 5.15 pm

Laptop Registration (for Print Services)
1st and 2nd week

Webster Thailand – Bangkok Centre

On-site

1. Request and on-line support

Remote Support

1. Monday – Friday (24-Hours)
2. Saturday / Sunday

IT Service Requests Channels (Sorted on Preference)

1. E-mail (itservicedesk@webster.ac.th)
2. Telephone (+66-(0)32-456161 – 7 extension 217 and 127)
3. Walk-in (Webster Cha-am Library 1st Floor)

1. Internet Services

- Wired / LAN
- Wireless
- WUT Cha-am, WUT Bangkok
- Separated Student & Admin networks

2. e-Mail Services

Students, Faculty & Staff can use an xxxx@webster.ac.th account (Powered by Gmail)

3. Print Services

4. File-Sharing Services (“Z” drive), online storage

5. Security Services

- Protected Wireless Network (using “WPA – Wireless Protected Access”)
- Protected Desktops (PC’s – “DriveShield”)
- Anti-Virus & Anti-Spam
- Firewall
- Logging (According to Thai Crime Act Law)



WUT – Version 3 Computer & Network Usage Policy

143 Moo 5, Tambon Sampraya
Cha-am, Petchaburi
76120 Thailand
Phone : +66 (32) 456-161 (up to 456-168)
Fax : +66 (32) 456-169

Date : 21st of January 2008

Subject : Webster University Thailand ("WUT") Computer and Network Usage Policy - Version 3

The government has now enacted a new Computer Crimes Law ("CCL") which officially came into effect on July 19, 2007. This law is potentially applicable to all Webster University Thailand ("WUT") computers and servers, and WUT will not aid or allow any unlawful postings to and/or use of WUT computers and/or servers for any such unlawful purposes. Any and all users of WUT computers and/or servers, directly or remotely, whether from within or without Thailand, are subject to the following policy guidelines and requirements.

The CCL broadly outlaws any kind of computer hacking, whether or not there is any resulting damage or modification caused to the system being hacked. Sharing of passwords and dissemination of computer viruses, hacking tools/techniques, and mail intercepting tools are strictly prohibited, even if the person disseminating such passwords, hacking tools or techniques does not use them himself to effect an unlawful act.

Intercepting data without authorization is also a crime, regardless of whether such data is intercepted through hacking of protected systems or not. The transmission of "spam" data or email in such a manner that causes nuisance to others by using a concealed or fabricated source is also prohibited.

The CCL also makes it a criminal act to post any information which is either (1) false, (2) would threaten the national security of Thailand or cause a public panic, (3) would constitute an unlawful act of terrorism, or (4) contains pornography. Equally unlawful is the posting and/or dissemination of any altered photographs which are legally defamatory.

Users are strictly prohibited from (a) posting any such unlawful information, tools or data on any WUT computers or servers; or (b) using WUT computers or servers to transmit, communicate or disseminate any such unlawful information, tools or data. Any such information, tools or data discovered on WUT computers or servers shall be promptly deleted and/or turned over to government authorities as may be required for further prosecution.

Webster University Thailand also takes this opportunity to reiterate that it also does not condone the use of pirated software on any WUT computers or servers, nor anywhere on its campus or its facilities, etc.



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In addition to the above, all users connected directly or remotely to the Webster University Computers and /or Network are **prohibited** from any of the following conduct:

- Downloading/Uploading and listening to music
- Downloading/Uploading and viewing videos, movies, cartoons or anything like that
- Downloading/Uploading or viewing pornography
- Installing any kind of software on WUT Computers
- Playing games when you are connected to the WUT Network
- Saving videos, video games, music or everything related to this kind through the network on the WUT servers and/or your home drive and laptops
- Using virtual machines
- Changing IP addresses or using proxy numbers without the permission of the IT Department
- Using someone else's IP address, MAC address or any other connection related item
- Using multiple IP or MAC addresses
- Using someone else's user account and password even with permission from the person
- Hacking at any time
- Using web-cams, microphones, and other voice and video media instruments through the WUT Network
- Kazaa program or similar software (peer to peer programs) on computers connected to the Webster Network
- Conference / Chatting

If a person is found to be engaged in any of the above prohibited activities he / she will face the following penalties:

1st level offense:

- Two weeks suspension of computer account usage
- Public announcement of this suspension within WUT
- Two-week suspension of computer account usage of anyone leading their account to the suspended party and public announcement of this suspension
- Persons suspended from computer usage found using computer during time of suspension will face a disciplinary board.

2nd level offense:

- Suspension of computer usage for a period of time set by a disciplinary committee and public announcement of this suspension
- Mandatory appearance before a disciplinary board which will determine punishment and public announcement of this punishment

3rd level offense:

- Automatic dismissal from Webster Thailand for one term with no chance for appeal

4th level offense:

- Permanent dismissal from Webster Thailand with no chance for appeal



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IMPORTANT NOTICE: Any violation of the above WUT policy will not only be subject to institutional penalty as may be applicable, but WUT may be legally obligated to report such violations to the police which can potentially lead to criminal liability for violators as well.

In case there is any doubt or item unclear contact the WUT IT Service department for more details.

Yours Sincerely,
WUT – IT Service Department

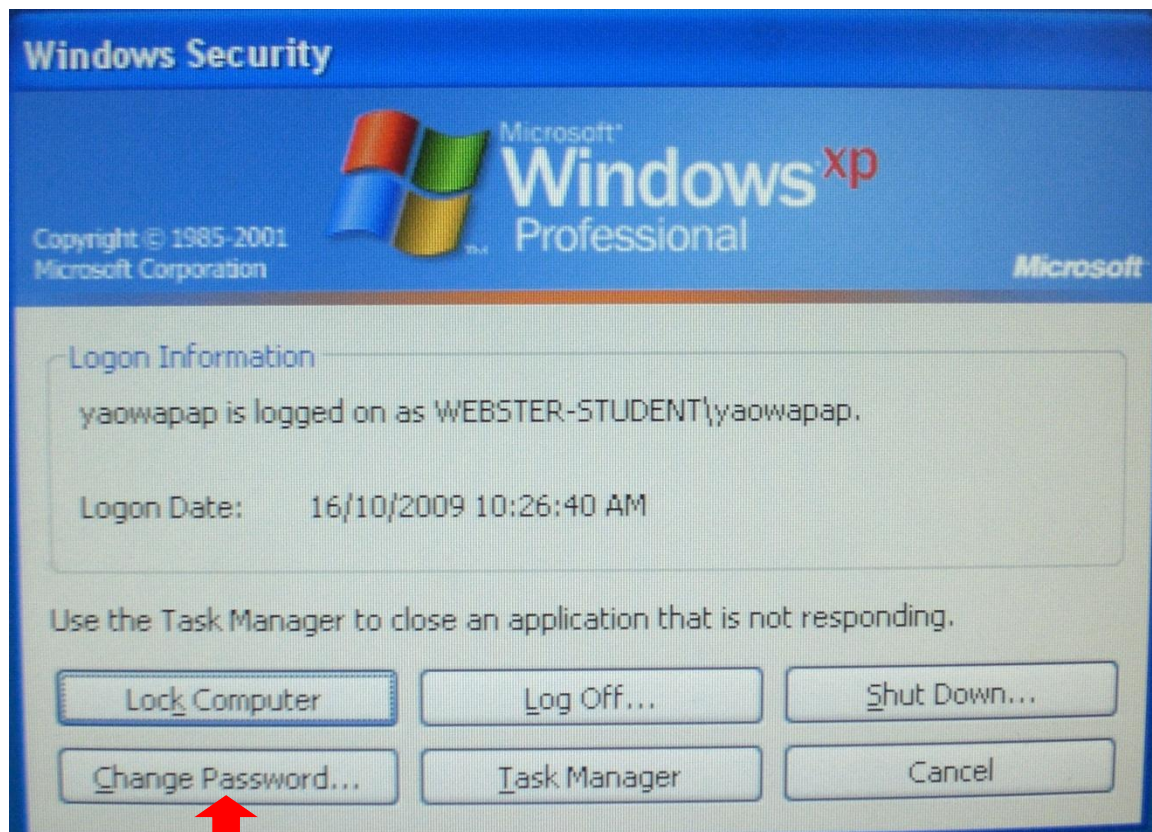
Contact details:

1. Online : IT Service Desk request button at the desktop
2. E-mail : itservicedesk@webster.ac.th
3. Telephone : +66-(0) 32-456161 - 7
Extension 217 and 127
4. Location : 1st Floor Library, Webster Campus Cha-am

How to change your Webster account password

Procedures

1. Go to [Webster Library's computers](#) then log in to the computer by using your account and old password.
2. Press **Ctrl + Alt + Del** button.
3. It shown following screen. Press **Change Password** button.



Change Password Button

4. Type your old password, new password and confirm new password and click on **OK** button



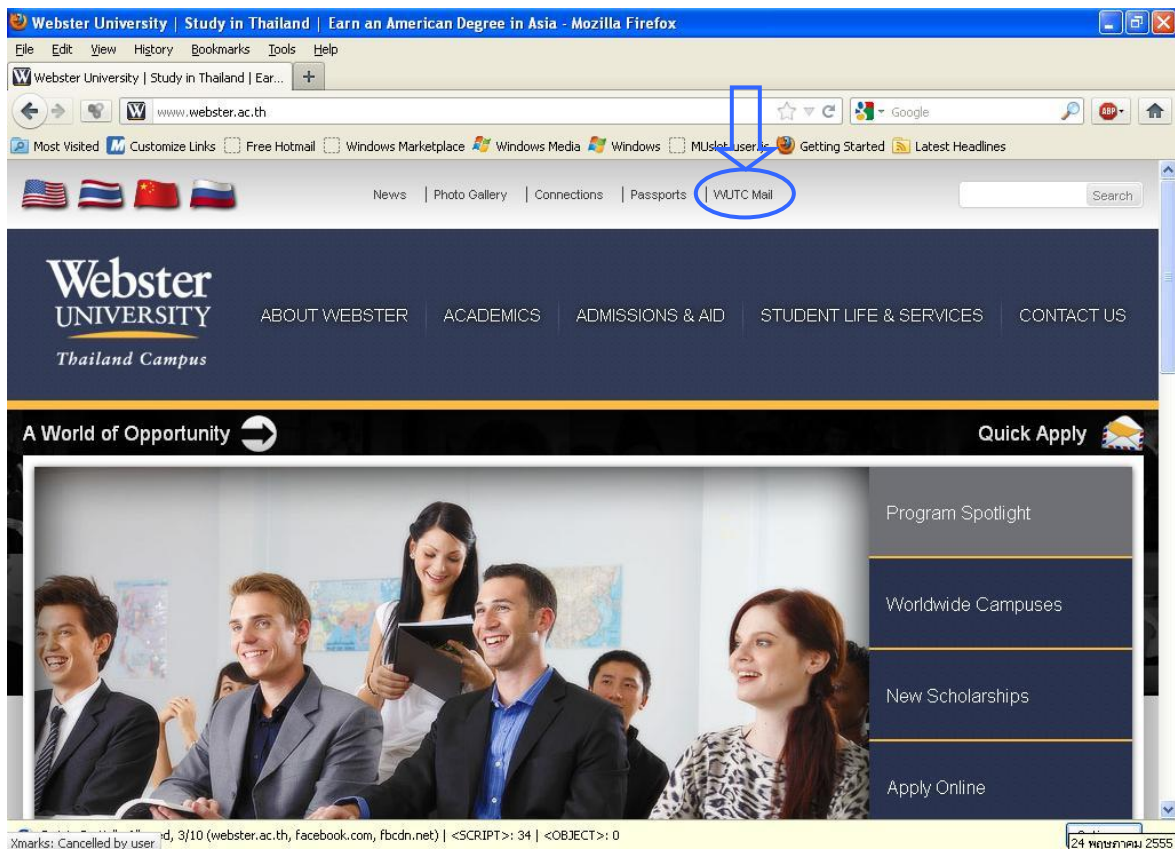
5. Then Finish your change password procedure.

How to enter Webster E-Mail Website

Procedures

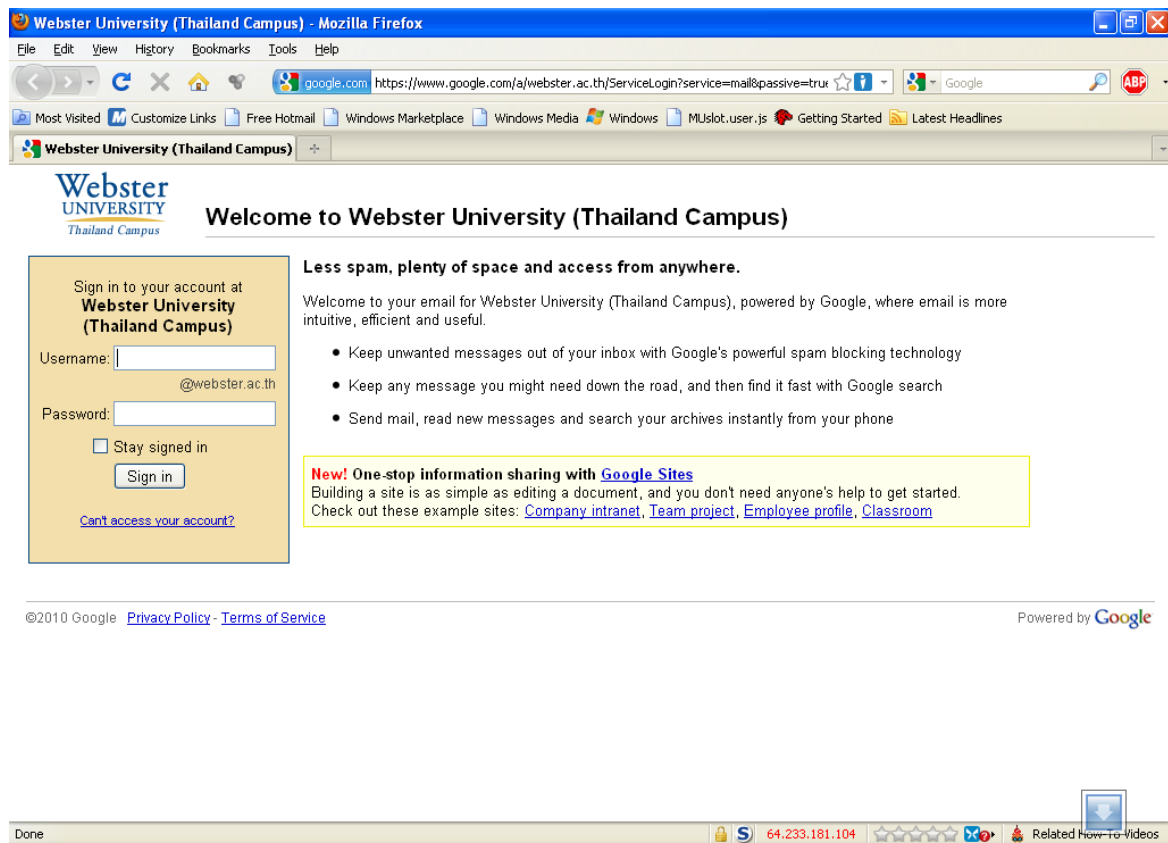
To enter Webster E-Mail (Powered by Google) you have 2 methods to use

1. Enter Webster E-Mail by click on WUTC Mail on Webster Website (www.webster.ac.th).



2. Type "***webmail.webster.ac.th***" on address bar of your prefer web browser.

After you use first or second method, you will go to Webster E-Mail website like picture below.



Then enter your email account and password. You will go to following page

Webster University (Thailand Campus) - Mozilla Firefox

File Edit View History Bookmarks Tools Help

google.com https://www.google.com/a/webster.ac.th/LoginAction2?service=mail

Most Visited Customize Links Free Hotmail Windows Marketplace Windows Media Windows MUslot.user.js Getting Started Latest Headlines

Webster University (Thailand Campus)

Webster UNIVERSITY
Thailand Campus

Welcome to Webster University (Thailand Campus)

Setup your account for Webster University (Thailand Campus)

Your Webster University (Thailand Campus) account will give you access to the hosted services enabled for your domain.

Name:


Login name: your_account@webster.ac.th


Choose a password: Minimum of 8 characters in length. [Password strength:](#)

Re-enter password:

Language: English (US)

Type the characters you see in the picture below.



 Letters are not case-sensitive

Terms of service: Review the Terms of Service below. [Printable Version](#)

Google Terms of Service

Done 64.233.181.104 Related how-to videos

You have to put new password 2 twice and put verify letter that shown on screen then click on “I accept. Create my account” button.

Now you already enter your Webster E-Mail account.

Webster University (Thailand Campus) Mail - Inbox (3) - your_account@webster.ac.th - Mozilla Firefox

File Edit View History Bookmarks Tools Help

google.com https://mail.google.com/a/webster.ac.th/#inbox

Most Visited Customize Links Free Hotmail Windows Marketplace Windows Media Windows MUslot.user.js Getting Started Latest Headlines

Webster University (Thailand Campus) Mail - your_account@webster.ac.th | Settings | Help | Sign out

Webster UNIVERSITY Thailand Campus

Compose Mail

Inbox (3) Starred Sent Mail Drafts Follow up Misc Priority 4 more Contacts Tasks

101 Cookbooks - Spiced Tomato Gratin - Aug 2

Archive Report spam Delete Move to Labels More actions Refresh 1 - 3 of 3

Select: All, None, Read, Unread, Starred, Unstarred

<input type="checkbox"/>	★ Gmail Team	Get started with Gmail - 4 things you need to know Gmail is a little bit di	4:14 pm
<input type="checkbox"/>	★ Gmail Team	Get Gmail on your mobile phone - Access Gmail on your mobile phone	4:14 pm
<input type="checkbox"/>	★ Gmail Team	Customize Gmail with colors and themes - To spice up your inbox with	4:14 pm

Select: All, None, Read, Unread, Starred, Unstarred

Archive Report spam Delete Move to Labels More actions Refresh 1 - 3 of 3

Get new mail notifications. Download the [Webster University \(Thailand Campus\) Mail Notifier](#). [Learn more](#)

You are currently using 0 MB (0%) of your 7485 MB.

Webster University (Thailand Campus) Mail view: standard | [older version](#) | [basic HTML](#) | [Learn more](#)

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Powered by Google

Done (3) Microsoft Office Word 64.233.181.83 Related How-to Videos

How to forward your Webster E-Mail to your private E-Mail

Procedures

Webster E-Mail is powered by Google so you can use same method like Gmail to forward email or follow procedure below.

1. Enter Webster E-Mail by your email account and password.
2. Click on **Settings**.
3. Click on **Forwarding and POP/IMAP**

Settings

[General](#) [Labels](#) [Accounts](#) [Filters](#) **[Forwarding and POP/IMAP](#)** [Chat](#) [Web Clips](#) [Labs](#) [Offline](#) [Themes](#)

Language: Webster University (Thailand Campus) Mail display language: English (US) ▼
[Show all language options](#)

Maximum page size: Show 50 ▼ conversations per page

Keyboard shortcuts: ☒ Keyboard shortcuts off ☐ Keyboard shortcuts on
[Learn more](#)

External content: ☒ Always display external content (such as images) sent by trusted senders - [Learn more](#) ☐ Ask before displaying external content

Browser connection: ☐ Always use https ☐ Don't always use https
[Learn more](#)

Undo Send: Send cancellation period: 10 ▼ seconds

4. Click on **“Add a Forwarding address”** button

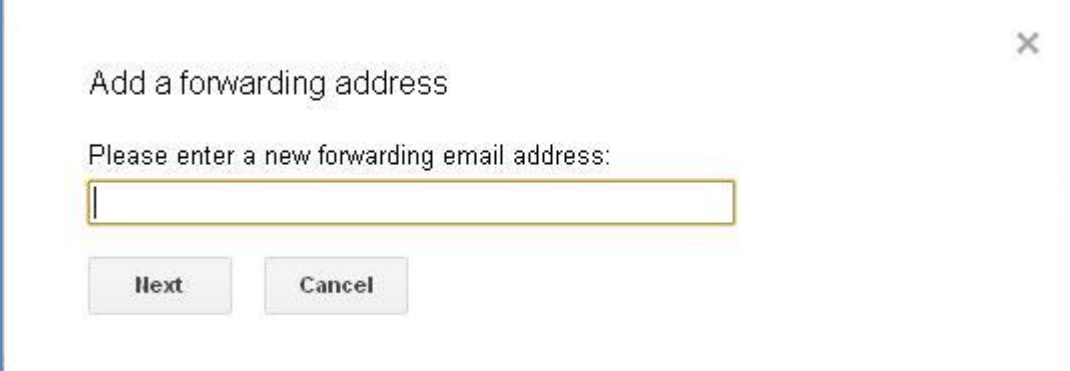
Settings

[General](#) [Labels](#) [Accounts](#) [Filters](#) **[Forwarding and POP/IMAP](#)** [Chat](#) [Web Clips](#) [Labs](#) [Offline](#) [Themes](#)

Forwarding: Add a forwarding address

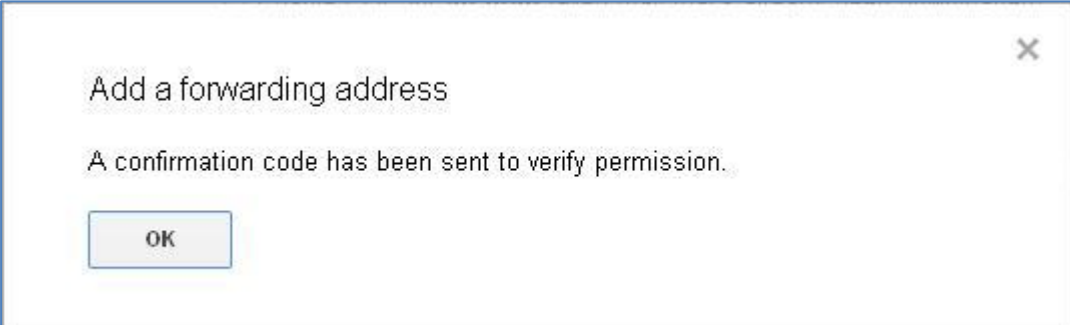
Tip: You can also forward only some of your mail by [creating a filter!](#)

5. Enter *your private email* and click on **“Next”** button



A screenshot of a web browser dialog box titled "Add a forwarding address" with a close button (X) in the top right corner. The text inside the dialog says "Please enter a new forwarding email address:" followed by a text input field. Below the input field are two buttons: "Next" and "Cancel".

6. A confirmation code will send to private email that you enter.
7. Click on **“OK”** button



A screenshot of the same "Add a forwarding address" dialog box. The text inside now says "A confirmation code has been sent to verify permission." Below this text is a single button labeled "OK".

8. You will be back to Forwarding and POP/IMAP. You will see verify message waiting you to enter confirmation code that send to your private email.

9. Log in to your private email and check for verify message.



10. Log out your private email and log in to Webstermail again then enter verify code.

Forwarding:
[Learn more](#)

[Add a forwarding address](#)

Verify [Verify](#) [Re-send email](#) [Remove address](#)

11. After you enter confirmation code and click Verify button. If your confirmation code is correct you will go to web page that let you select forward mail.

12. Select "Forward a copy of incoming to"

13. Select your private email account in drop down list.

Forwarding:
[Learn more](#)

☐ Disable forwarding
☒ Forward a copy of incoming mail to and

[Add a forwarding address](#)

Tip: You can also forward only some of your mail by [creating a filter!](#)

14. Click on Save Changes button at the bottom of page.

[Save Changes](#)

15. Now your Webster email will forward to your private email. If you don't need to keep copy of email in Webster email you can select "Do not keep Webster Mail's copy in the Inbox".